Questions and Answer for Solution Enterprise Electronic Payment Processing System RFP

1. Why is the city releasing the RFP at this Time?

   Current payment portal no longer delivers all the current and future functionality the City and its resident's desire. Also, there is a need for additional POS systems in order to make payments easier for the citizens.

2. Who is the current vendor?

   The Payment Portal and Cashiering Systems were both built in-house using ASP.NET

3. Will the city provide copies of merchant statements?

   Yes. Will be sent to all parties

4. How many Merchant ID's does the city presently have?

   Two

5. Does the city intend to pass processing cost on to the user or absorb these costs?

   The intention is to pass processing cost to user, but we're open to both options at this time.

6. What is the present fee for processing payments?

   Not disclosing at this time

The bid states that selected vendor must integrate with the current cashiering system.

7. What cashiering system does the city use?

   The City uses an in-house built system for cashiering. We are open to seeing what cashiering systems your organizations can support.

8. Do all departments use this system? If not, what other systems will require integrations?

    Only our Treasury Department uses the current cashiering system.

9. If an API is not provided will batch implementations, be acceptable to the city?

   We are looking for API, but batch implementation is suitable.

10. Will all departments be able to provide customer information to the selected processor? Ie. Will there be departments that will have blind transactions for single purchase that does not require customer information storage?

    To be determined

11. For recurring payment customers, will the cities software or selected vendor, be required to retain information?

    Yes, the selected vendor will be required to retain information

12. Presently, the city uses 2 POS terminals. Is it the cities intent to move forward with the same amount?

    We are looking to have about 8 POS systems in place

13. For departments, without POS terminals, do they accept over the counter payments?

    Yes in the form of checks or money orders

14. Will there be a call in option for the September 19th Pre bid meeting?

There will only be a conference call for Pre-Bid meeting

Pre-Proposal for Enterprise Electronic Payment Processing System

Wed, Sep 19, 2018 11:00 AM - 12:00 PM EDT

Please join my meeting from your computer, tablet or smartphone.

https://global.gotomeeting.com/join/156253877

You can also dial in using your phone.

United States: +1 (669) 224-3412

Access Code: 156-253-877

First GoToMeeting? Let's do a quick system check:

https://link.gotomeeting.com/system-check

15. How much of the approximately $80m for 665,000 transactions are via e-check?

$ 8,855,377.44

16. The city lists the current need for 2 POS terminals. How many does the city envision it will need in total?

We are looking to have about 8 POS systems in place

17. What is the City's Current Cashiering System?

Payment Portal and Cashiering System were all built in-house using ASP.NET

18. Who is the City's banking services provider (bank where funds are deposited)

M&T Bank

19. Does the city plan to continue charging a convenience fee to the customer for these payment types/departments?

Yes. The intention is to pass processing cost to user, but we're open to other options at this time.

20. Is the city looking for a different convenience fee structure than it currently charges?

We're open to hearing other convenience fee structures that you might provide.

21. Is the ability to accept alternate payment types such as PayPal, Apple Pay etc. a requirement for this RFP?

Yes. We would like to provide the citizen with a variety of options to pay their bills.

22. Can the city divulge the current contract term/length, for it's (Water Payments), and (Traffic Tickets) vendor agreements?

Not disclosing at this time

23. Is the city interested in accepting American Express, and Discover cards as well as Visa and Mastercard?

We currently accept Visa and MasterCard and are open to American Express and Discover.

24. Is the city the merchant of record currently with Visa and MasterCard? Or does the city use a third party processor to process these transactions?

Unclear of what Merchant of record means.

25. Can the city provide a conference/bridge line for the pre-proposal conference for those who cannot attend in person?

There will only be a conference call for Pre-Bid meeting

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26. Do you have any additional technology software needs not listed in the RFP?

We would be interested in hearing about payments that can be made over the phone by using voice prompts as well as direct integration with your billing system to automatically update our records when a payment is made.

27. Do you anticipate in person transactions through this system and if so, will you require chip card readers?

Yes, in person transaction will be made. Chip card readers are not required, but we are open to having them.

28. What time is the Pre-Proposal meeting on 9/19?

There will only be a conference call for Pre-Bid meeting

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29. Please provide a breakdown of statistics for a) Credit Card vs. e-Check, b) number of POS transactions, and c) City Tax vs. Sewer.

a) Credit Card – 329,633 Transactions vs. e-Check – 43,737 Transactions

b) POS Transactions – Only systems that take POS – Parking, City Clerk

RFP Section 2.1 – Current Statistics - POS Revenue Collected is Teller Revenue Collected(in-house) not POS

Parking(Towing) – 30,093 Transactions

City Clerk - 102,085 Transactions

c) City Tax – 171,494 Transactions vs. Sewer – 87,651

30. Please provide the name of the Cashiering System.

The City uses an in-house built system for cashiering.

31. In Section 2.3, #1 (page 6), the RFP mentions application integration with current environment. Please provide the name and details of the current environment.

The City uses an in-house built system for cashiering which was built on the .NET Framework platform. We are open to seeing what cashiering systems your organizations can support in order to upgrade our system

32. Please provide the systems used for Parking, Tax, and User Fees (Garbage).

Parking Department uses an in-house built system in Visual Basic, Taxes uses Munis, User Fee is an in-house built system in Microsoft Access

33. Please provide the make and model number for the POS devices.

Make: VeriFone; Model: VX520

34. Integration with the City's Current Cashiering System

Please provide details of your current cashiering system:

- What cashiering/POS software is used?

  The City uses an in-house built system for cashiering. We are open to seeing what cashiering systems your organizations can support

- What cashiering/POS hardware is used?

  For POS we use VeriFone VX520

- Can the cashiering software be replaced as part of the proposal?

  Yes

35. Does the city accept cash?

Yes

36. Page 5 indicates 2 POS stations (1 for Parking Tickets and 1 for Birth/Death Records, however the table on page 5 and 6 indicate POS payments for all transaction types. How many POS stations are required to be bid as part of the proposal?

Discrepancy on RFP Section 2.1 – Current Statistics - POS Revenue Collected Should have stated Teller Revenue Collected (in-house) not POS. We are looking to have about 8 POS systems in place

37. Deployment Strategy

- Is the vendor required to bid infrastructure components such as servers, operating systems, databases, etc. for an on premise solution to be installed at the City; or can the vendor provide the requirements for these items as part of their bid and the City will purchase?

  The vendor could provide the requirements for these items as part of their bid.

38. Existing Infrastructure

- Please describe all 3rd Party Processors?

  First Data, Blue Pay

- Should the vendor provide a merchant services provider or use the existing merchant services provider?

  We are open to both options

- Please identify your bank?

  M&T Bank

39. It mentions the plan for implementation will adhere to the City of Buffalo's timelines; can the City state what their expectations are for length of time for implementation?

    Implementation should be completed by February 1, 2019.

40. Please identify existing payment applications?

    Adjudication Summons Payments, Occupancy Tax Payments, Property Tax & Sewer Payments, Parking Ticket Payments, User Fee Payments, Dog Licenses Payments, Birth, Death and Marriage Payments, Civil Service Payments

41. Please identify point of sale/credit card terminal make and model?

    Make: VeriFone; Model: VX520

42. Do your current point of sale/credit card terminal support chip (EMV) or contactless transactions?

    Yes, both POS terminals have chip readers.

43. Does the statement "redirect customer to customer payment account" mean to say "redirect customer to customer's payment account?

    Yes.

44. What bank billing import files are received today?

    Mail payments and ACH. We would like to get all banks to standardize their bill pay service and send us an electronic file rather than paper.

45. Does the city prefer an on premise solution or will it consider a cloud-based solution?

    We prefer a hosted solution, but are open to both.

46. Does the city charge a convenience fee to customers?

    Yes

47. Does the city pay credit card clearing fees or charge them to the customer?

    Those fees are pass on to the customer

48. What credit cards are accepted and what is the volume and value of charge transactions per credit card type?

    We accept MasterCard and Visa. Based on year.

    Visa – 98,869 Transactions totaling $11,047,928.4

    MasterCard – 47,041 Transactions totaling $5,462,790.2

49. Will the city consider a transaction-based pricing model?

    We will consider a transaction-based pricing model

50. The contract calls for a bond for the entire duration of the contract, however most bonding companies will not provide bonds for this length of time. Will the City consider a bond or Letter of Credit for the duration of the implementation only?

    To be determined

51. RE: section 2.6.1.1.10.5.   "The ability to pay for multiple bill & fee types in one payment transaction" -

- How many merchant accounts is the City expecting the one payment to be processed to?

  Two Merchant account

- Are different departments/bill types processed to different merchant accounts?

  No

- Can the City clarify their expectations for refunds or partial payments where one payment is being made for multiple bills?

  There are very few times if any that refunds are given for one payment on multiple bills. Would be interested in seeing how your solution provides refunds to customers.

52. RE: ACH Section 2.6.1.1.14.2 "The ability to collect ACH payments by verifying and clearing payment transactions"

    - Can the City expound or provide more clarity on what they mean by clearing payment transactions?

      The process of updating the accounts of the citizen and arranging for the transfer of money

53. RE: Project Goals section 2.1 – "Replace in-house point-of-sale system" & Integration with City's Current Cashiering System"

    - Please clarify the intended plan with respect to point of sale, and also what is the City's current point of sale system?

      We are looking to have about 8 POS systems installed in our treasury department to take payments for every payment type the city offers.

54. RE: Payment Portal Specification, section 2.5, goal 4. –"Interface with existing payment applications to present real time billing information" and section 2.5.1 – "…retrieve information from the City receivables program via web services…"

    - Can the City provide vendor/software names for the receivables program, or any other applications that would require a potential integration to be built?

      All receivable processes were built in-house. We are open to seeing what cashiering systems your organizations can support in order to upgrade our system.

55. In Section 2.5.4, the City lists interfacing "with existing payment applications to present real time billing information" as a goal for the Online Payment Portal. What payment applications does the City currently use and require integration with?

    Adjudication Summons Payments, Occupancy Tax Payments, Property Tax & Sewer Payments, Parking Ticket Payments, User Fee Payments, Dog Licenses Payments, Birth, Death and Marriage Payments, Civil Service Payments

56. In Section 2.1, the City lists "integration with the City's Current Cashiering System" as one of its project goals.

    a. What cashiering system is the City currently using?

      The City uses an in-house built system for cashiering which was built on the .NET Framework platform. We are open to seeing what cashiering systems your organizations can support in order to upgrade our system

Is the City open to alternative cashiering systems proposed as part of a comprehensive solution for an enterprise electronic payment system?

Yes.

57. Do any of the City departments plan to assess a convenience/service fee for the transaction or does the City of Buffalo absorb costs for payment transactions? If any department does assess a fee can you please clarify which and the amount of fee(s)?

Yes. The intention is to pass processing cost to user, but we're open to other options at this time.

58. Can you please advise as to how many POS terminals would be required as part of this RFP? Also, which make and model is used today? (e.g. VeriFone Vx520)

We are looking to have about 8 POS systems installed in our treasury department to take payments for every payment type the city offers. We currently use VeriFone VX520

Are you able to provide a breakdown of the payment methods for each department that make up the total number of transactions and dollars processed? (E.g. of the 260,832 parking ticket payments, X were Visa, X were MasterCard, X were ACH, Debit cards, etc.)

Annual Transaction volume ($$ and ##) by payment type (AMEX, Visa, Discover, MasterCard)

Payment Type	Transactions	Amount
Dog Licenses	2	$50.00
Civil Service	2,491	$55,705.00
Sewer	7,231	$565,237
Taxes	13,733	$5,455,878.70
Occupancy	5	$295.50
Parking	233,293	$6,229,039.76
Adjudication	1,773	193,313.50
User Fee	98,486	2,915,094.50

Annual Transaction count (##) for ACH/e-check

Payment Type	Transactions	Amount
Civil Service	46	$920
Sewer	4,059	$503,295.09
Taxes	8,427	$5,945,400.94
Parking	4,361	$1,263,00.00
Adjudication	435	$53,222.92
User Fee	34,258	$1,206,169.13
Scheduled Tax Payments	1,716	$1,024,398.74

Annual Transaction volume ($$ and ##) by payment channel (in-person)

Payment Type	Transactions	Amount
Sewer	44,500	$5,991,177.75
Taxes	80,506	$83,243,175.70
Occupancy	72	$2,934.45
Parking	185,712	$5,321,747.69
Adjudication	4,690	$548,086.66
User Fee	670,068	$24,542,274.11
Scheduled Tax Payments	1,716	$1,024,398.74

59. The City would like to select a vendor who can provide a system that will integrate with their cashiering system. What cashiering system does the City currently utilize?

The City uses an in-house built system for cashiering. We are open to seeing what cashiering systems your organizations can support in order to upgrade our system

60. Which applications or departments charge a convenience fee today? And what are those fees for both Card and ACH?

Applications are Adjudication Summons Payments, Occupancy Tax Payments, Property Tax & Sewer Payments, Parking Ticket Payments, User Fee Payments, Dog Licenses Payments, Birth, Death and Marriage Payments, Civil Service Payments. The City of Buffalo currently charges a 2% convenience fee on Credit Card or Debit Card payments made through our web site, (with a minimum fee of $2.00).

61. Can the City provide a breakdown of volume / dollars of current convenience fee versus non convenience fee transactions?

Every transaction online has a convenience fee associated with it. The City of Buffalo currently charges a 2% convenience fee on Credit Card or Debit Card payments made through our web site, (with a minimum fee of $2.00). Currently our POS systems don't charge any convenience fees.

62. What is the average payment amount for Card and ACH per payment type?

Amounts vary per payment type depending on late fees and or bad check fees.

63. Is the City of Buffalo looking to redirect customers to a 3rd party site or keep customer within the City's portal for payments?

We are open to both options at this time

64. What agencies or departments are in scope for this project?

Treasury Department and Buffalo City Clerk

65. What vendor are you currently using for merchant services?

First Data and Blue Pay

66. How would you rate your experience using your current vendor?

Impartial

67. Do you have a contract with your current vendor? When does it expire?

Not disclosing at this time

68. Please provide the following information for each department that will be utilizing the services outlined in this RFP:

Annual Transaction volume ($$ and ##) by payment type (AMEX, Visa, Discover, MasterCard)

Payment Type	Transactions	Amount
Dog Licenses	2	$50.00
Civil Service	2,491	$55,705.00
Sewer	7,231	$565,237
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Scheduled Tax Payments	1,716	$1,024,398.74

69. What back-office systems will the selected vendor be required/requested to integrate with?

The City uses an in-house built system for cashiering which was built on the .NET Framework platform. We are open to seeing what cashiering systems your organizations can support in order to upgrade our system

70. For all back-office systems that the selected vendor will be required/requested to integrate with, are there currently available API's to facilitate these integrations?

No.

71. Are the city's web-services already being used in production, or is the assumption that "web services" will be created later on, during and for the direct purpose of integrating with the offeror product?

Web Services will be created later on, during and for the direct purpose of integrating with the offeror product. Offeror will be asked to help create web services for this integration.

If the web services are already in existence, please provide sample documentation of the data interchange formats, so we can understand the amount and type of data elements that must be supported. In addition, we would like to know what protocol those web services are utilizing and which underlying middleware software is managing/running them (i.e.: Microsoft, Apache, etc.).

There are no web services currently available.

72. Would the city be open to consider nightly file transfers, to support the data interchange; rather than real time web-service? This is often needed for performance reasons, especially when internal backend processes need to perform mass evaluation of data elements; such as identifying current balance due on all bills enrolled in autopay. Depending on the # of enrollments, one by one querying of a web-service can be very time consuming, based on scale.

Yes, We will consider nightly file transfers, to support the data interchange

73. 2.5.1 – item 1 – is the city requesting that the offeror provide a custom web service integration for the CITY to perform data retrieval? Or, is the term "web service" being used to mean a "customer facing website, with a search form"?

The City of Buffalo is requesting that the offeror provide a custom web service for the retrieval of data to display information to the Citizen Portal (Web Interface).

74. 2.6.1.1.14.5 – Can the City provide scenario/use-case for this requirement with an example. (Page 16)?

All transactions at the end of the day are sent to the bank as one total amount, so bank should be able to credit that amount.

75. 2.6.1.1.7.1 – Who is the City depository and can we get a list of the various departmental accounts that would need a separate account?

M&T Bank. Not at this time.

76. 2.6.1.1.8.7 – Who are the 3rd party services that are referenced in this request; i.e., real property agents assigned to pay a range of property tax accounts for a single tax payer?

Section 2.6.1.1.8.7 is regarding saving customer/citizen information regardless of citizen logging into portal or making one-time payment. We would like a way to contact the customer/citizen at a later point if necessary.

77. Do you envision a shopping cart environment to allow multiple choices to be selected and payment made via either bank or card for all types?

Yes, we envision a shopping cart environment to allow multiple choices to be selected and payment made via either bank or card for all types.

78. For recurring / autopay, which payment types would you want to offer this as an option? Many of the types are one-time type transactions.

We would like to give the customer/citizen the option to autopay/recurring for all payment types.

79. Clarification on statistics – Are these volumes Year to Date?

Since July 2017

80. Are Water Bill payments in scope?

No.

81. For your requirement *"Interface with existing payment applications to present real time billing information OR Offeror must present alternate applications to present real time billing information"*.

   o Are you willing to connect to hosted payment screens via SSO, thereby providing real time information in the string to present on screen for payment?

   Yes.

82. For your requirement, *"Register City parcel(s), vehicles, and other items against which to make payments. A web service to search for available parcels must be provided. Existing registered items must be converted to the new system and remain connected to each registered user account."*

   o Can you provide more detail around the Web Services required to be used for the solution?

   The City of Buffalo is requesting that the offeror provide a custom web service for the retrieval of data to display information to the Citizen Portal (Web Interface). Ex. If I own property in buffalo, I would like to register my property to pay my taxes via the Citizen Portal.

   o Do you have Web Services specs for us to code to connect to your system? Are these WSDL or SOAP or other?

   No. Web Services will be created later on, during and for the direct purpose of integrating with the offeror product. Offeror will be asked to help create web services for this integration.

   o Do you have a unique identifier for each user/constituent in your systems?

   Yes.

   o Is there a unique value / account # for each of the payment types in your system for proper posting and reconcilement?

- Can you explain for each payment type?

  Adjudication Summons Payments – Summon Number

  Occupancy Tax Payments -

  Property Tax & Sewer Payments – Tax Bill Number

  Parking Ticket Payments – License Plates Number

  User Fee Payments – User Fee Bill Number

  Dog Licenses Payments – Animal Identification ID

  Civil Service Payments – AutoNumber field

83. Notification emails

   o Payment processed successfully - **Is this a secondary email to customer beyond confirmation of the scheduled payment?**

      No, It's confirmation page with confirmation # of a successfully payment

   o Payment decline alert for credit card payments – **Is this for recurring payments? Since authorized at time of payment, there would be no email decline for one-time payments. It's either schedule or it is not with a decline message on screen.**

      Yes that is correct. One-time payment should display on decline message on screen

   o ACH payment reject alert for ACH payments – **Is this for ACH returns several days after payment confirmation?**

      Yes, that is correct

84. 2.6.1.1.10 Procedure – Submit Electronic Payment

   o Are you currently accepting third party pay applications (including PayPal, Apple Pay, etc.)?

      No.

85. 2.6.1.1.13 Procedure – Generate & Send Payment Files

   o What is your desired daily cut-off time and would they different based on type of payment?

      To be determined

86. 2.6.1.1.16 Procedure – Contact Customer Support

   o How high of a priority is need for offeror to provide customer contact center vs. your own city contact center?

      Not high of a priority, but would like to hear more about your customer contact center.

87. 2.6.1.1.18 Procedure – Bank Billing Import

   o Can you explain this procedure? Is this for payments individuals make at their bank through bill payment and you're inquiring about a E-Lockbox or Bill Pay consolidator service?

      Yes, these are for Bill Pay payments through bank.

88. Are you planning to continue to manage convenience fees in-house, or would you prefer for your provider to manage this responsibility on your behalf?

   We would prefer for our provider to manage this responsibility on our behalf.

89. When does the City intend to have Offerors present their solution/answer questions and make a decision? It appears that you want to be in production by end of 1st quarter 2019.

Will be answered on Pre-Proposal meeting on 9/19 at 11am.

90. RFP states that the new system must integrate with the City's current cashiering system.

- What system are you using today?

The City uses an in-house built system for cashiering which was built on the .NET Framework platform. We are open to seeing what cashiering systems your organizations can support in order to upgrade our system

91. The current statistics show volume by department.

- Do you have a volume breakdown by card type? Visa, MC, AMEX and Disc?

Also of this volume – how much is electronic check or ACH volume?

Annual Transaction volume ($$ and ##) by payment type (AMEX, Visa, Discover, MasterCard)

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Dog Licenses	2	$50.00
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92. A request of the RFP is Customer Support Services

- Please provide an estimate of anticipated call volume?

  To be determined.

96. Please provide the name of the current merchant services vendor(s) and card processing rates paid by the City.

We have multiple processors and rates vary greatly for each.

97. The "Current Statistics" table at the top of page 5 of the RFP provides transaction and revenue totals for Online; however POS only reflects revenue. Can the City provide POS Transaction totals related to the POS Revenue?

We do not currently accept or process credit card transactions for POS. Discrepancy on RFP Section 2.1 – Current Statistics - POS Revenue Collected Should have stated Teller Revenue Collected (in-house) not POS.

98. Please provide a copy of a recent monthly billing statement from the current merchant services provider if available?

Yes. Will be sent to all parties

99. Please provide an estimated project start and go-live date expectations; and are these expectations based on the expiration of an existing merchant services/electronic payment processing contract?

ASAP – We would like something ready no later than 2/1/2019. This date is NOT based on the expiration of any contract(s).

100. The RFP reflects two (2) existing POS terminals. Can the City confirm the total number of POS terminals desired for its future plans related to this RFP?

We are looking to have about 8 POS systems installed in our treasury department to take payments for every payment type the city offers.

101. Will the City be assigning a central project manager/project sponsor and technical liaison to assist with coordinating the implementations of all departments in scope or will the selected provider be working with each individual department independently?

There will be a central project manager assigned from the MIS department.

102. Please provide an estimated number of completed chargeback transactions and total revenue over an annual period. – Estimate of about 120 chargeback and total revenue over an annual period vary

103. Does the City desire an Electronic Check option (check ACH conversion) for online transactions in addition to credit card, for future web payments.

Yes. The City would like a solution that includes auto-pay for both ACH and Credit card transactions.

104. Please provide the name(s)/vendor(s) related to the City's cashiering or other 3rd party system(s) that the City desires to be integrated with proposed Enterprise Electronic Payment Processing System.

Tyler Technologies – MUNIS. Business automated services ice, Dog and Marriage licenses, Infor(Hansen)., Adjudication Summons, Occupancy Tax, Property Tax & Sewer, Parking, User Fee, Dog Licenses, Civil Service

105. Does the City intend to continue to fund/absorb the electronic processing fees or is the city interested in the future Vendor assessing the cardholder a transaction service fee (for departments that qualify for the government service fee program) to fund the costs related to merchant processing? Or perhaps a combination of both?

The City is no longer interested in funding/absorbing the cost of electronic processing fees.

106. Are you interested in a 'commercial-off-the-shelf' COTS product or a custom software solution (where you own the IP, receiving the exact functionality you demand)?

Custom or a hybrid model

107. Does this solution demand the vendor host it?

Yes. The City is not interested in maintaining the necessary level of PCI compliance required to satisfy our needs.

108. Is there an approved budget for this RFP?

No

109. If so, how much is the budget?

N/A

110. We are a U.S based company with offices worldwide (8 offices-US, 5 Int'l). With that said, do you accept offshore development services for this project?

Yes

111. Will onsite visits be required during development?

If necessary, yes

112. Is there an incumbent competing? Is there an internal team currently working on the development, or are you outsourcing current development?

No. No one is developing at this time.

113. How long after the submission due date will you issue an award?

ASAP

114. When are you expecting to engage with the vendor after the award has been given?

ASAP

115. What is the expected/needed "go-live" date of the project?

ASAP – We would like something ready no later than 2/1/2019

116. Is the project scope listed in the RFP finalized?

We reserve the right to make necessary changes though the industry accepted change order process. You may specify a change order process in your response if you wish.

117. To the best of your knowledge, are there any circumstances that will cause you to:

The City reserves the right to execute any or all of the following items. However, I can see no reason to do so at this time.

   a. Cancel the RFP?

   b. Not move forward with the winning bidder?

   c. Lower the budget for the project?

   d. Prolong the evaluation process or reissue the RFP?

118. Will these questions be answered to vendors via email or an addendum?

Both

119. Is it possible to release answers, 'first come, first serve' so we can address the RFP more timely?

Yes. I will respond to each offeror individual as time allows in my schedule. Once the questions/answer period has expired I will post all questions with responses to the City website.

120. Whether companies from Outside USA can apply for this? (like, from India or Canada)

Yes

121. Whether we need to come over there for meetings?

If necessary, yes.

122. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Yes

123. Can we submit the proposals via email?

Please follow the directions explained in the RFP.